Summaries of Selected Potential Complaint Cases

LEISURE AND CULTURAL SERVICES DEPARTMENT (LCSD)

Case No. OMB 2002/1985(P)

LCSD – training course – failing to prevent non-beginners from enrolling in a beginner's course

The complainant took part in a tennis course for beginners. He alleged that the coach did not verify the identity of participants before the course. He noted that 12 out of 16 participants did not require any coaching and played tennis among themselves throughout the training session.

2. LCSD conducted an investigation. The coach had verified the identity of all participants, except a latecomer, at the first session. At subsequent regular checks, the coach was seen taking roll calls.

3. LCSD was studying the feasibility of computer-assisted enrolment and planning to subdivide the course into different levels. Beginners would be given priority to join the basic course, after which they could progress to higher levels. The Department would also review the contents of various activities and fees of leisure activities from time to time.

TRANSPORT DEPARTMENT (TD)

Case No. OMB 2002/3401(P)

TD – road markings – failing to show clear road markings in Shing Mun Toll Plaza

The complainant pointed out that there were inadequate road markings to denote the auto toll lane in the Shing Mun Toll Plaza towards Shatin. In early 2002, he wrote to the Transport Complaints Unit and was informed that road markings would be put in after the review of speed limit in July. By October, there was still no sign of any works.

2. TD informed the complainant that by the end of the year, the road markings would be completed and the speed limit within the toll area lowered from 70km/h to 50km/h.

3. TD wrote further to the complainant in January 2003 to advise him that the works had been delayed to the end of January because of the need to relocate some pavement lights.